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SECTION 1. HR0011-05-R-0001 FAQs

NOTE: See SECTION 3 herein for FAQs related to both HR0011-05-R-0001 and HR0011-05-R-0002. Questions and responses specific to HR0011-05-R-0001 ONLY, will be posted here in SECTION 1 in the future, if applicable

Q1. Statement of Work, 5.1.3 Wireless Seats

Is it correct to assume that all wireless devices, i.e., mobile phones and BlackBerries, use a single service provider? Who is that provider?

A1. No, the incumbent currently contracts with both Cingular and Verizon.

Q2. Statement of Work, 5.1.3 Wireless Seats

Are each of the registered wireless devices registered with the service provider(s) in the government's name or with the incumbent contractor?

A2. The incumbent contractor.

Q3. Statement of Work, 5.1.3 Wireless Seats

What is the procedure for reconciling monthly bills for each wireless device? Is the monthly bill for a wireless device sent to the user of that device for validation of official business and identification of personal calls?

A3. There is no reconciliation requirement for wireless devices.

Q4. Statement of Work, 5.1.3 Wireless Seats

What is the anticipated number of users for Enhanced Wireless Voice Seat?

A4. See Attachment 5, Schedule B - Pricing Table.

Q5. Statement of Work, 5.1.3 Wireless Seats

What is the anticipated volume of users for Standard Wireless Voice Seat?

A5. See Attachment 5, Schedule B - Pricing Table.

Q6. Statement of Work, 5.1.3 Wireless Seats

What is the projected growth of devices and services over the contract period for Standard Wireless Voice Seat?

A6. See Attachment 5, Schedule B - Pricing Table.

Q7. Statement of Work, 5.1.3 Wireless Seats

What is the projected growth of devices and services over the contract period for Enhanced Wireless Voice Seat?

A7. See Attachment 5, Schedule B - Pricing Table.

Q8. Statement of Work, 5.1.3 Wireless Seats

Is respondent limited to an offer of 500 pooled minutes?

A8. No, Offeror may propose any solution that meets or exceeds the Government's requirements.

Q9. Statement of Work, 5.1.3 Wireless Seats

What is the current average number of voice minutes used per month per user?

A9. Offeror should assume 500 pooled minutes for planning purposes.

Q10. Statement of Work, 5.1.3.2 Wireless PDA Seats

What is the current number of active users for BlackBerry Data Seat?

A10. See Attachment 5, Schedule B - Pricing Table.

Q11. Statement of Work, 5.1.3.2 Wireless PDA Seats

What is the projected growth of devices over the contract period for the BlackBerry Data Seat?

A11. See Attachment 5, Schedule B - Pricing Table.

Q12. Statement of Work, 5.1.3.2 Wireless PDA Seats

As domestic and international pricing can widely vary, can vendors propose multiple seat CLINs to provide for BlackBerry service outside the continental U.S. (Alaska, Hawaii, Europe, Middle East, Australia)?

A12. OCONUS services will be obtained separately through the COTS Catalog.

Q13. Statement of Work, 5.1.5 Enterprise Infrastructure

What are DARPA's requirements for wireless interoperability? To which devices and networks should Unclassified Wireless Voice Seats connect?

A13. DARPA currently has no wireless interoperability requirements.

Q14. Statement of Work, 5.1.5 Enterprise Infrastructure

Please provide a current BlackBerry architecture diagram.

A14. Assume standard Blackberry architecture with encryption.

Q15. Statement of Work, 5.1.5 Enterprise Infrastructure

Will DARPA require the contractor to support applications currently resident on BlackBerry?

A15. Yes.

Q16. Statement of Work, 5.2 Customer Information Technology (IT) Services

Is respondent limited to only those wireless handsets listed or can alternatives be proposed?

A16. Offeror may propose any solution that meets the Government's requirements.

Q17. Attachment 8, Section 3.3 contains the statement "Effective June 1, 2004 all Unclassified Fixed workstations are configured as Power Users. Does the title to this section apply to both CLINs 0402DB and 0402DE?"

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A17. The CLINs referred to in Attachment 8 relate to the existing contract with the Incumbent. The Power User configuration does apply to CLINs 0402DB and 0402DE in that effort. For this RFP, the statement applies to CLINs 0012, 0013, 0112, 0113, 0212, 0213, 0312, 0313, 0412 and 0413.

Q18. Attachment 8, Sec. 6.2 under the specifications column in the table is a statement that RIM Blackberry 7280 had an “end of life” of April 2005. Were all replaced? What is the new model number? If not refreshed in April 2005, what is the planned refresh date that we should use in developing our staffing workload and pricing? What is the current on hand quantities of RIM 7280s and 7290s?

A18. A refresh is not performed when the manufacturer declares a product “end of life”. The “replacement” model is vetted through the Configuration Control Board process and any newly deployed or replacement units are deployed with the newer model. The quantities delineated in Attachment 9 are correct.

Q19. Attachment 8, Section 7.0 CLIN 0402DAA. What are the distribution quantities for this CLIN as they relate to Sec. 7.2 Local Personal Color and local Personal B&W?

A19. Approximately 55 percent of the currently deployed Local Personal printers are B&W.

Q20. Attachment 8, Sec. 1.0 contains CLIN 0402DO which is described as an Unclassified Wireless Data Seat. Who is the current provider?

A20. This CLIN is not applicable to this solicitation.

Q21. Attachment 8, Table of Contents, contains no entry for a Video Conferencing Center Seat, yet Schedule B contains CLIN 0021 – Video Conferencing Seat. Is this a new requirement for the quantities referenced?

A21. This is not a new requirement. It is CLIN 0402DL in the existing contract.

Q22. Attachment 8, page 3 shows Current CLIN 0402DR Unclassified Wireless PDA (Blackberry) units with a count of 356. Attachment 9, Items 235 through 240, labeled PDAs shows a quantity of 548 “wireless PDAs” included in the credit asset list to be purchased. Attachment 5 shows a minimum quantity to be ordered in CLIN 0024 of 420. If the Attachment 8 count of 356 is correct, than are only 356 of the PDAs shown on the credit asset list required purchases by the new and are they the latest model first and then the prior model? If the minimum quantity to be

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ordered is 420 and the current count is 356 than are 64 additional PDA seats will be ordered upon award?

A22. The Credit/Asset list is a dynamic list containing items that are deployed and/or in inventory at any given moment in time with the price being the Incumbent's depreciated value. During a refresh period, this count could be greatly inflated due to lower valued older devices being refreshed by higher valued newer devices. The Offeror should assume that the deployed quantities at the time of award are going to be comparable to the minimum quantities specified in Attachment 5, Schedule B – Pricing Table.

Q23. Attachment 8 page 3 shows a total of 494 fixed and hybrid workstations (current CLINS 0402DB and 0402DE). Attachment 9, Items numbered 19-24 shows a total of 684 units labeled "Fixed Workstations". Attachment 5 shows a minimum quantity of 560 to be ordered in CLIN 0012-Fixed Data Seats. If the Attachment 8 count of 494 is correct, than are the 494 of the Fixed Workstations shown on the credit asset list required purchases by the new contractor? If so, are the 494 units to be purchased from the incumbent the latest model first and then the prior model? If the minimum quantity to be ordered is 560 and the current count is 494 are 66 additional fixed data seats to be ordered upon award?

A23. See response to Question 22.

Q24. Attachment 9, Credit Asset Report and Current Equipment Inventory, shows line 271 with a value of \$639,378.85 and a refresh rate of 12 months, and line 272 with a value of \$340,511.00 and a refresh rate of 13 months. Does this indicate a recurring cost on a 12 and 13 month schedule respectively for leased and subscription items? What articles or services are included in these two categories?

A24. Line items 271 and 272 in Attachment 9 refer to network infrastructure, the components of which are refreshed at the Contractor's discretion to ensure conformance to requirements detailed in the SOW and SLOs. The values reflected in Attachment 9 are buyout costs as of the release of the RFP.

Q25. H.13 Security Requirements

"All Contractor employees must be U.S. citizens with a minimum of an interim Secret clearance..."

Section M, M.6 Minimum Acceptable Criteria

"Must have fifty (50) personnel with final DoD Secret Security Clearance available to start work on Day 1 of contract award."

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Is the requirement for contract employees to have a minimum of an interim Secret clearance or final DoD Secret Security Clearance? Please clarify.

A25. The performer is expected to meet the minimal acceptable criteria stated in Section M; however, upon award, hires must meet the requirements stipulated in Section H.

Q26. The SOW states “*DARPA anticipates providing government-furnished space which includes all furniture, equipment, telephone services, office supplies, etc. needed for the performance of this contract as follows: 4,460 sq. ft at 3701 North Fairfax Dr: 270 sq. ft. for a customer service area, 2,550 sq. ft. for on-site Help Desk support, and 1640 sq. ft. in the computer room. The Contractor shall be responsible for procuring all other space necessary to deliver the services detailed in this statement of work.*”

Question - DARPA currently provides an additional 9,913 square foot of additional government-furnished space in 3803 North Fairfax Dr. Will the contractor now be responsible for the cost of this space?

A26. The Government will not guarantee any space other than that specified in Section 1.1 of the Statement of Work. Offerors should propose whatever space they feel necessary to meet the Government’s requirements.

SECTION 2. HR0011-05-R-0002 FAQs

Q1. An availability of 0.9999 is not consistent with the DCID-6/3 PL-3 definition of BASIC availability. Please clarify.

A1. DARPA operations require a level of service that is not reflected in the accreditation process that is supported by DCID-6/3.

Q2. SOW Paragraph 5.3.5 states:” The Government will furnish cryptographic equipment and keying material.” RFP Section H-9 does not include any cryptographic equipment. Please clarify.

A2. If and when cryptographic and keying materials are required, DARPA will provide said materials to the Offeror and the contract will be modified, as necessary.

Q3. Should classified information protected under DCID-6/3 be submitted directly to the SID SAPCO using appropriate security channels?

A3. Yes, all classified and protected information shall be submitted directly to SID SAPCO. Reference Attachment No. 4 – Department of Defense (DoD) Contract Security Classification Specification for additional information.

Q4. Section L.4: There are two paragraphs labeled as paragraph 3. Should the second instance be paragraph 4?

A4. The Compliance Matrix paragraph 3 should be renumbered to paragraph 4. Also see Amendment 2 to HR0011-05-R-0002.

Q5. Items 44, 45, 46, 51, 52 and 53 cannot be identified with Schedule B items. How does the Government want these items priced and supported?

A5. Items 44 through 55 will be transitioned at time of contract award from the incumbent to the successful Offeror at no additional cost and should be ignored for purposes of Schedule B.

Q6. There is a requirement in Section M that the Offeror “must have a fully accredited PL3 network in an operational environment with a Microsoft Windows interface.” Some Government activities will not permit the use of their contact/operational information to that level of detail for a past performance citation. Will DARPA agree to conduct direct classified discussions with other Government activities to validate a claim that the Section M requirement is being met by the Offeror? The FAQ post on 6 Oct 05 regarding the handling of classified information does not appear to address this process.

A6. No, the Offeror should provide the Accreditation Letter as an Appendix to Volume 1, it should be no longer than five (5) pages unless specific circumstances preclude submission of such information. In such circumstances, an Offeror may provide appropriate point of contact information directly to DARPA PCO who will coordinate with DARPA Security & Intelligence Directorate as appropriate. If the Accreditation Letter is classified, it should be submitted in accordance with the instructions of the DD Form 254 document.

Q7. Neither Schedule B nor Attachment 8 contains a requirement for a Classified Wireless Voice Seat. Are we correct in assuming that this capability is either not required or is GFE that will be operated by the Government?

A7. Correct.

Q8. Section H, H-13(a) Security Requirements)

“All Contractor employees must be U.S. citizens with a minimum of an interim Secret clearance...”

Section M, M.6 Minimum Acceptable Criteria

“Must have ten (10) personnel with final DoD Secret Security Clearance available to start work on Day 1 of contract award.”

Is the requirement for contract employees to have a minimum of an interim Secret clearance or final DoD Secret Security Clearance? Please clarify.

Q8. The performer is expected to meet the minimal acceptable criteria stated in Section M(DCID 6/4 eligible clearances); however, upon award, hires must meet the requirements stipulated in Section H, interim TOP SECRET.

Section M, paragraph M.6 Minimum Requirements

Q9. Minimum requirements state that Offerors *“Must have a fully accredited PL3 network in an operational environment with a Microsoft Windows interface.”*

We have a number of contracts that satisfy this requirement; however, all qualifying contracts support members of the intelligence community and it is their stated policy to not allow these contracts to be cited as part of a proposal. The exception to this policy is if the recipient of the proposal is another member of the intelligence community (i.e. CIA, DIA, NSA, etc.). We have identified DARPA as the recipient of the proposal to each of the respective contracting representatives and each has restated their policy to prohibit the use of their contract as a reference.

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Given the prohibition by multiple Government agencies to allow us to provide the necessary references to validate our PL3 network capability, we request that DARPA either delete this requirement or suggest an alternative that will satisfy the need for DARPA to perform its due diligence without forcing the contractor to violate the terms of our contract(s) with other sensitive agencies.

A9. See response to Question 6.

Q10. Attachment 1, paragraph 5.1.2.4, states that Section J, Attachment 8, contains a description of the configuration of current DARPA video conferencing seats. This information does not appear to be in Attachment 8. Can the Government provide a description of the current VTC equipment?

A10. Currently, the incumbent does not support classified VTC's. The winning offeror will be expected to provide/support a classified VTC as discussed in SOW 5.1.2.4.

Q11. Attachment 1, Paragraph 5.1.2.4 discusses video conferencing in terms of unclassified teleconferencing. Does DARPA intend to conduct classified video teleconferencing?

A11. Yes, DARPA does intend on having classified VTC's as discussed in SOW 5.1.2.4.

SECTION 3. FAQs applicable to both HR0011-05-R-0001 and HR0011-05-R-0002

Q1. In regards to Volume 4 – Efficiency Addendum, does “Offeror” refer to a single prime contractor submitting bids for both procurements, or is the term “Offeror” applicable to Teams whereby one teammate responds to RFP HR0011-05-R-0001 as a prime and another team mate responds to RFP HR0011-05-R-0002 as a prime?

A1. The prime should be the same for both RFP HR0011-05-R-0001 and RFP HR0011-05-R-0002, if that prime is responding to both solicitations simultaneously, with the expectation of winning both awards.

Q2. When and how should the list of ongoing contracts with DARPA, and the description of actions the Offeror or proposed subcontractors has taken, or proposes to take, to avoid, neutralize, and/or mitigate such conflict be submitted?

A2. This information should be submitted with the Offeror's proposal, currently no later than 31 OCT 2005 at 4:30pm Arlington, VA Local Time. Also see Amendment 0001 to HR0011-05-R-0001 and HR0011-05-R-0002.

Q3. Is it correct that all travel is non fee bearing even if it is included as a part of a CLIN that is fee bearing?

A3. Correct, all travel is non-fee bearing.

Q4. Is the Transition Plan requested to be submitted with the proposal included in the Volume 1 page count?

A4. Yes, the page limitations within Volume 1 are inclusive of the Transition Plan.

Q5. The RFP defines major subcontractor(s) as being “any subcontractor(s) contemplated to provide more than \$500,000 worth of effort under an Offeror’s proposal”. Does this definition apply strictly to subcontractors providing services? Does this definition apply to subcontractor providing products?

A5. The definition is applicable to any subcontractor providing any product(s) or service(s) greater than \$500,000.

Q6. FAR Clause 52.215-1 on pages 19, 20, and/or 21 of the respective solicitations specifies a number of items that must be contained on the first page of our proposal. We consider the first page of our proposal to be the transmittal letter. Is it acceptable to include this information in our transmittal letter, or does the requirement mean to include the information on the proposal title page?

A6. The Transmittal Letter can be identified as the first page of an Offeror's proposal submission, and as applicable should clearly identify and include all the information required by FAR Clause 52.215-1 and the requirements of the RFP.

Q7. Section L.5 Past Performance (Volume 2) states: “The Offeror, and their proposed major subcontractors... shall identify five (5) contracts / task orders ...” Does this mean that the total number of past performance citations in Volume 2 is limited to 5 (prime and major subcontractors combined), 10 (5 from the prime and 5 from the major subcontractors combined), or 10+ (5 from the prime and 5 from each of the major subcontractors)? Please clarify.

A7. The total number of past performance references is limited to five (5) for the prime, and five (5) for each major subcontractor included in an Offeror's proposal. Therefore, as an example, if an Offeror included two subcontractors each providing greater than \$500,000 worth of products and/or services, the total number of past performance references would be limited to fifteen (15) total; five (5) for the prime, five (5) for one subcontractor, and five (5) for the other subcontractor.

Q8. Section L.3.5 requires that a complete mandatory electronic copy be provided. If we submit our Past Performance Volume early, as requested, should we include it again with the electronic copies of the other volumes on October 31?

A8. No. Only resubmit your Past Performance – Volume 2 information, if something has changed between the early submission and October 31st, 2005 deadline. Additionally, the following paragraph is excerpted from the FedBizOpps Modification posted on 26 SEP 2005, and is applicable to both solicitations: “DARPA desires one (1) complete electronic copy of an Offeror's proposal, and one (1) complete paper/hard copy of an Offeror's proposal. The electronic submission of PAST PERFORMANCE: Volume 2 information should be completed by Offerors by 17 OCT 05, as specified in Section L, with the *remaining* (emphasis added) electronic proposal sections and one (1) complete paper/hard copy of the Offeror's proposal to include the paper/hard copy of PAST PERFORMANCE: Volume 2, DUE on 31 OCT 05.”

Q9. Section L.5 Past Performance (Volume 2), subparagraph 1 states: “Past Performance: Information submitted to describe past performance must directly relate to the Offeror and/or subcontractor (i.e., do not include work performed under the same contract by another party not included in your proposed solution). Each reference shall contain the following information:...” Is it acceptable for a subcontractor of a given Offeror to submit the same past performance reference under the same contract number as the Offeror (prime contractor) does, if the said subcontractor is included in the Offeror’s proposed solution?

A9. Yes. Past performance references can be of any reference, so long as the effort was indeed performed by the prime or subcontractor in question, and as long as the prime and/or subcontractor identify five (5) separate contracts and/or task orders

that each has worked under that is similar in scope, scale, and complexity to the stated requirements in the solicitation. The five (5) contracts and/or task orders listed may be exactly the same for both the prime and subcontractor, partially the same, or completely different, depending upon the level of participation and applicability of the work to the stated solicitation. There is no advantage or disadvantage in an Offeror listing the same references at both the prime and subcontractor level. The government's expectation is that such references that form a part of the Past Performance – Volume 2 submittal, should be derived at by the prime and/or subcontractors independently.

Q10. Are the Title page, Table of Contents, List of Figures, and List of Tables excluded from the page limitations of Volumes 1 and 2? It is assumed that there is no issue for Volume 3, since there is no page limitation for Volume 3.

A10. No. They are included in the page limitations.

Q11. Are Acronym lists expected to be included in each of the volumes? If so, will they be excluded from the page limitations for Volumes 1 and 2?

A11. Acronym lists may be included by an Offeror if the Offeror believes such information to be of value. Any such list included will be counted against the Offeror, since the RFP does not specifically exclude such a list from any page count limitations.

Q12. Are foldouts (11" x 17") counted as 1 or 2 pages

A12. 11" x 17" fold outs count as one (1) page against the page limitations. In accordance with Section L.4, an Offeror may include ONLY up to three (3) such optional pages.

Q13. What are the payment terms of asset acquisition after inventory audit/validation by the new contractor?

A13. It is the winning Contractor's responsibility to negotiate payment terms with the incumbent Contractor.

Q14. Typically, credit/asset reporting requirements call for capturing the "refresh date" of each asset. Will the Government provide this information?

A14. Detailed information for individual items will be provided at contract award. In general, the last refresh cycle for the following seats is:

Seat	Approximate Refresh Date
Unclassified Fixed Data Seats (PC)	2 nd Qtr 2004
Unclassified Portable Data Seats (PC)	3 rd Qtr 2005
Unclassified Fixed Data Seats (Macintosh)	1 st Qtr 2005

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Unclassified Portable Data Seats (Macintosh)	1 st Qtr 2005
Unclassified Printer Seats	Continuous
Wireless Voice Seats	4 th Qtr 2004
Wireless PDA Seats	2 nd Qtr 2004
Conference Room Seats	4 th Qtr 2005
Classified Fixed Data Seats	3 rd Qtr 2005
Classified Portable Data Seats	3 rd Qtr 2005
Classified Printers	Continuous

Q15. Who pays internet access charges and VPN vendor costs, Government or Contractor? Who are the current service providers?

A15. The successful Offeror will be responsible for providing all Internet and remote connectivity services, including VPN for the network(s) bid (i.e., CLASS, UNCLASS or both networks). The successful Offeror should propose services which meet DARPA's requirements as detailed in the Statement of Work and Service Level Objectives. For example, the incumbent provides redundant Internet connectivity for the primary unclassified network through two separate providers, the primary connection is 45Mbps and a backup/overflow of 10Mbps. The incumbent also provides separate Internet connectivity for HPC.ORG at 10Mbps. The names of the current service providers will be provided at contract award.

Q16. Section 5.2.4.1.1 states, "the contractor shall provide and enhance GFE network management tools to monitor the health of the end-to-end network and as a basis for providing reports to the Government." Does GFE refer to the network monitoring tools or the network itself? What does the Contractor have to price?

A16. At the current time, there are no GFE tools. At the time of contract award, there may be tools that will transfer from the Incumbent to the Successful Offers at no cost. However, the Successful Offeror shall be responsible for the network and all network tools that they feel are necessary to meet the governments' requirement and shall price appropriately.

Q17. The Schedule B – Pricing Table shows EA (Expert Assistance, CLIN 11) services as Cost Plus Award Fee Section 5.5.1, EA Services, states that the Contractor shall provide labor categories with pre-negotiated hourly rates for DARPA to obtain information technology services. This paragraph seems to indicate a Time and Materials type contract. Which contract type is appropriate?

A17. CLIN 11 is a Cost Plus Award Fee CLIN. Please comply with Section L 6 1 d.

Q18. Remedy does not appear on the credit/asset report. Is this product to be provided by the Government or the Contractor?

FAQ
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A18. The successful Offeror for HR0011-05-R-0001 (Unclass) has the option of assuming the existing Remedy system. Please refer to Amendment 2 to HR0011-05-R-0002 Section 5.2.2 and HR0011-05-R-0002 for updated information applicable to Section 5.22 Help Desk Services in Attachment No. 1 Statement of Work for both solicitations.

Q19. Will the Government provide a list of GFE?

A19. The Government does not anticipate providing a list of GFE at this time other than what is listed in Clause H-9 of each RFP. Please see Amendment 2 of HR0011-05-R-0001 and HR0011-05-R-0002 for a recent update.

Q20. The Credit/Asset report mentions leases. Are ALL leases associated with both the Unclassified and Classified RFPs Assignable?

A20. In the cases where the leases are not transferable, the Incumbent will buy out the existing lease at contract transition. The prices in the Credit/Asset report reflect the buyout costs.

Q21. Paragraph L.6.1.b, assumptions states that the section will be titled Cost Assumptions whereas the exhibit in section L.3 that shows the required format states the TAB 4 is called Assumptions. What is the correct title?

A21. Either title may be used.

Q22. Paragraph L.6.1.b, Service Catalog requires a response. The exhibit under section L.3 that shows the required format but does not provide a reference to the Service Catalog. Where should this material be presented? Is it page limited?

A22. The Contractor shall describe the Service Catalog in the Technical/Management Volume. There is no page limit increase.

Q23. The last sentence of the third paragraph in Section L.7 refers to an Efficiency Plan and to Efficiency Plan Assumptions. The exhibit in section L.3 that shows the required format but does not indicate where the efficiency plan should be placed. Where should it be located and is it page limited?

A23. An Efficiency Addendum is Volume 4 and is only required if an Offeror is responding to both solicitations, HR0011-05-R-0001 and HR0011-05-R-0002. If submitted, it is limited to twenty (20) pages excluding an additional required Schedule B – Pricing Table, as indicated in Paragraph L.7 of the solicitation.

Q24. Where should the Small Business Plan be located in the proposal? Is it page limited?

A24. The Small Business Subcontracting Plan should be located in the Cost/Business Volume. There is no change to the Cost/Business Volume. There is no page limitation to this document.

Q25. Where should the OCI affirmations be placed in the proposal? Is it page limited?

A25. There is no page limit for OCI information. This information may be referenced in Volume 1, TAB 1, and included as an addendum to Volume 1, or referenced in other sections, as long as this information is readily apparent and brought to the attention of the DARPA Contracting Officer.

Q26. Paragraph L.4.1.b, assumptions, states that this section will be called Technical Approach Assumptions whereas the exhibit in Section L.3, that shows the required format states that TAB 2 is called Technical Assumptions. Which is correct?

A26. Either title may be used.

Q27. Paragraph L.4.2.a, assumptions, states that this section will be called Management Approach Assumptions whereas the exhibit in Section L.3, that shows the required format states that TAB 4 is called Management Assumptions. Which is correct?

A.27 Either title may be used.

Q28. When registering, when do we receive the Control Number?

A28. Your control number is auto-generated after the first time you've successfully logged into the tool, completed the initial cover sheet and hit the "Update & Proceed to Document Upload" button. The control number can be found on the Proposal Upload Screen.

Q29. Statement of Work, 1.1 Background

"DARPA plans to award the base year task under this contract to commence in mid-December 2005."

F-1 Term of Contract

"...all Offerors should assume a start date of 01 JAN 2006 for the initial TRANSITION IN Period."

The SOW states DARPA plans to award the contract mid December 2005, while Section F assumes a start date of 01 1 JAN 2006. Please clarify.

A29. See Amendment 2 of RFP HR0011-05-R-0001 and HR0011-05-R-0002.

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Q30. Statement of Work, 1.1 Background

“The successful contractor shall assume ownership of all currently deployed assets at a cost as delineated in the incumbent contractor’s credit/asset report at the time of contract award.”

The current credit/asset value in Attachment 9 is lists a certain value. Are there any projects or other situations in progress that would cause the cumulative value to vary by a significant amount (more than 5 percent above or below this value) by the time of contract award? If so, please provide the anticipated impact of these changes?

A30. There are no known projects or other situations in progress that would cause this figure to vary by a significant amount (i.e., more than five percent above or below this value) by the time of contract award. The value listed in Attachment 9 may be used for pricing/costing purposes.

Q31. SOW, Section 3.0 Scope and Section 5.2.2 Help Desk Services and Attachment 12, Historic Help Desk Call Volumes

“Services in this contract are 24X7, however the predominant amount of service tickets are generated during DARPA’s core hours between 7am and 7pm, Monday through Friday.”

Can the Government furnish statistics on the numbers of service tickets per day between 7am and 7pm, and between 7pm and 7am? If there is information available on the types/severity levels of the tickets, can that be made available also?

A31. Assume 95 percent of the tickets described in Attachment 12 are handled during the 7 a.m. – 7 p.m. time-frame. The severity level is typically low for those tickets during the 7 p.m. – 7 a.m. period, dealing mostly with connectivity to services from off-site.

Q32. Attachment 1 – Statement of Work, 5.0 Statement of Work

Is there a DARPA-preferred or required order of transition of the services listed in Section 5?

A32. Offeror should propose transition plan that best meets the Government’s requirements as outlined in the SOW.

Q33. SOW, Section 5.1.2.4 Video Conferencing Center Seats and SOW, Section 5.1.2.4 Classified Video Conferencing Center Seats

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“Video conferencing center seats are defined as follows:”

Should the two bullets at the end of the page actually be in position **above** the last paragraph on the page?

A33. No, the formatting of the above section is correct.

Q34. Statement of Work, 5.1.4 Printer Seats

“All consumables associated with the proper functioning of printers other than media (paper, labels and transparencies) shall be provided by the Contractor.”

Can the Government provide consumable details by style of printer?

A34. For planning purposes, the following table contains estimated 2005 data:

2005 Printer Consumables		
Series	Item	Qty
1200	Black toner	19
1300	Black toner	29
1320	Black toner	61
4000-4050	Black toner	51
4100	Black toner	86
4100	Maintenance Kit	4
4200	Black toner	6
4250-4350	Black toner	70
4500-4550	Drum Kit	16
4500-4550	Transfer kit	9
4500-4550	Color Fuser	3
4500-4550	Black toner	52
4500-4550	Blue/Cyan	31
4500-4550	Magenta/pink	22
4500-4550	Yellow	20
4600	Fuser Kit	5
4600-4650	Black toner	63
4600-4650	Blue/Cyan	39
4600-4650	Yellow	23
4600-4650	Magenta/pink	28
6122	HP Print Cartridge # 45 - Black	30
6200	Image Kit	9
6250	Image Kit	17
6250	Black toner	5
6250	Blue/Cyan	5
9500	Black toner	16
9500	Blue/Cyan	9
9500	Yellow	10

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9500	Magenta/pink	17
9500	Image Fuser Kit	1
9500	Image Transfer Kit	1
9500	Image Cleaning Kit	6
9550	Black toner	3
9550	Cyan Toner	12
9550	Magenta Toner	3
9550	Cleaning Kit	3
9550	Transfer Roller	3
9550	Fuser Kit	3

Q35. Statement of Work, 5.1.4 Printer Seats, and 5.1.4 Classified Printer Seats

“All consumables associated with the proper functioning of printers other than media (paper, labels and transparencies) shall be provided by the Contractor.”

Please define consumable, i.e., toner, maintenance kits, drums, transfer kits.

A35. The examples provided are correct.

Q36. Statement of Work, 5.1.4 Printer Seats, and 5.1.4 Classified Printer Seats

“All consumables associated with the proper functioning of printers other than media (paper, labels and transparencies) shall be provided by the Contractor.”

Please define what make and model printers are enterprise, departmental, and local.

A36. This information can be determined by review of Section 5.1.4 of the SOW and Attachment 9.

Q37. Statement of Work, 5.1.4 Printer Seats, and 5.1.4 Classified Printer Seats

“All consumables associated with the proper functioning of printers other than media (paper, labels and transparencies) shall be provided by the Contractor.”

What warranty coverage did the Government purchase with the printers?

A37. Warranty is the responsibility of the Contractor.

Q38. SOW, Section 5.2.5 Information Assurance Services and 5.3 Information Assurance Services

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Please confirm that the information assurance services detailed in Section 5.2.5 are essentially a subset of, and incorporated in, the comprehensive information assurance services detailed in Section 5.3.

A38. Yes.

Q39. SOW, Section 5.7.1 Initial Contract Transition

“During the period of (see Phase-in begin date in Offeror’s proposal) to (see Phase-in end date in Offeror’s proposal) the Contractor shall accomplish transition and training of Contractor personnel as required for the assumption of full contract responsibility.”

Assuming a 90-day transition period, is the Government looking for 90 days of preparation and the cutover of responsibility for all aspects of the program on the same day, or is a phased assumption of responsibilities acceptable during the 90-day transition period?

A39. Government anticipates a phased transition for COTS Catalog and Expert Assistance (EA) services. Seat services shall be cutover by the end of the transition period.

Q40. SOW, Section 5.7.1 Initial Contract Transition

Can the Government elaborate on “Fair Market Value”? Can the Government provide the name of the tool that provides this service? Does the Government own or lease a copy of this tool? Is the tool a responsibility of the contractor?

A40. See Amendment 2.

Q41. SOW, Section 5.7.2 End of Contract Transition

Is there a current End-of-Contract Transition Plan available from the incumbent contractor? If so, can a copy of the incumbent End-of-Contract Transition Plan be made available to potential Offerors?

A41. No.

Q42. Attachment 11 – Current Projects

Attachment 11 identifies ongoing projects currently being performed by the incumbent contractor. Will the incumbent contractor continue to work the projects

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listed through to completion, or will the winning vendor assume responsibility and also receive appropriate funding during the transition period and/or at the start of the initial base period on 1 Apr 2006?

A42. All current projects will be completed by the incumbent by the end of the transition period.

Q43. Attachment 11 – Current Projects

If winning vendor is required to assume responsibility for the completion of projects listed in Attachment 11, are there assets that will need to be transferred as part of the transition? If so, what are they and what are the depreciated values of those assets?

A43. See response to Question 42.

Q44. Attachment 9 – Credit/Asset Report and Current Equipment Inventory

Is it correct to assume that all assets listed in Attachment 9 are currently being tracked using a bar code system? What software and/or hardware does the incumbent contractor currently use to manage and account for assets?

A44. Yes, data is recorded in Remedy.

Q45. L.4 Technical/Management (Volume 1) and L.4 Technical/Certification and Accreditation/Management (Volume 1)

“The total page limitation for the technical proposal shall be no more than 70 pages...”

This vendor assumes the total 70-page limitation applies to the entire Technical/Management volume, with the exception of those sections designated by the Government as outside the page count. Please clarify.

A45. Please review RFP instructions and associated Amendments.

Q46. L.6 Cost/Business (Volume 3)

“The Offeror is instructed to review and complete the Schedule B –Pricing Table included as an attachment to this RFP and submit this information as the first part of their Cost/Business volume.”

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L.6 instructs vendors to submit the Schedule B – Pricing Table as the “first part of their Cost/Business volume, while the content table provided under section L.3.6 instructs that the Schedule B – Pricing Table be provided under Tab 5 of the Cost/Business (Volume 3). Please clarify.

A46. Use the format specified under Section L.3, See Amendment 2 to the RFP.

Q47. L.6 Cost/Business (Volume 3); L.6.1.c Service Catalog

“The Cost/Business volume and completed Schedule B – Pricing Table included as an attachment to this RFP, should incorporate the solution chosen by the contractor.”

Should responses to the Service Catalog requirement be provided under Tab 5, Schedule B – Pricing Table? If not, where should this response is provided?

A47. See Amendment 2 to the RFP.

Q48. L.6 Cost/Business (Volume 3); L.6.1.d COTS Catalog and Expert Assistance Pricing Instructions

*“The Offeror shall, for purposes of completing the COTS Catalog and Expert Assistance CLINs identified in the Schedule B – Pricing Table, assume the following:
...”*

Can the Government expand on this requirement? Does the Government only want one labor rate which is the average of a vendor’s five (5) highest labor categories for the Expert Assistance Pricing?

A48. The Offeror shall provide the appropriate labor mix required for the services described. From that labor mix, the Offeror should average the five (5) highest labor categories and use that averaged rate against the estimated number of support hours required (e.g. 14,700 hours for HR0011-05-R-0001 and 6,000 hours for HR0011-05-R-0002). Sufficient backup should be provided to provide insight into the average labor rate used.

Q49. L.7 IF REQUIRED – Submission of an Efficiency Addendum (Volume 4)

The plan shall address, but not necessarily be limited to, the following:

- a. *Assumptions: All assumption used in the Efficiency Plan shall be consolidated and presented in a separate section (Efficiency Plan Assumptions) within the Efficiency Plan. Any Efficiency Plan assumptions not included within this section will not considered by the evaluators.*
- b. *Customer Satisfaction*

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- c. *Customer Liaison*
- d. *Submission of Deliverables*
- e. *Desk Side, Server and Help Desk Services*
- f. *Incident Reporting*
- g. *Executive Security Operation Center*
- h. *Expected Efficiencies*
- i. *Risk Analysis and Mitigation*

Please clarify under which tab (Tabs 1 -5) the above “plan” elements should be addressed within the Efficiency Addendum (Volume 4).

A49. See Amendment 2 of the RFP.

Q50. L.9 Small Business Subcontracting Plan

Please clarify where the Small Business Subcontracting Plan should be provided within the proposal.

A50. See Amendment 2 of the RFP. This information may be included as an Appendix to the Cost/Business (Volume 3) deliverable.

Q51. L.11 Organizational Conflicts of Interest

“All Offerors and proposed subcontractors must, therefore, affirm whether or not they are providing any scientific, engineering, and/or technical assistance (SETA), or similar type of support, to any of the various DARPA technical offices through an active contract or subcontract.”

Where within the proposal should the Organizational Conflicts of Interest affirmation requirement be addressed?

A51. See Amendment 2 of the RFP.

Q52. Who presently owns title to the currently deployed assets?

A52. The Incumbent.

Q53. Whom will the contract awardee work with to transfer title of the currently deployed assets at the time of contract award?

A53. The Incumbent.

Q54. Does the Government intend to set a fixed **(unburdened <no indirect or profit included>)** cost to the deployed assets for use by all contractors, including the incumbent, to ensure the equal evaluation of all RFP responses? If so, what evaluation process will the Government establish and will Section M be modified to reflect this process?

A54. No, see Question and Answer 30 in this section.

Q55. With reference to Attachment 9, what date were the values of the deployed assets established? What method was used for depreciation (i.e., straight line)? Will you revise the value of the assets based on the estimated transition date of those assets and direct the use of this revised value by all teams?

A55. The values are accurate as of the release date of the RFP. Incumbent's depreciation schedule was employed. The value of the assets is expected to change by the end of the Transition Period.

Q56. There are no server based tools listed in the credit asset report. Can the Government provide a list of those currently in use and the revision levels?

A56. This data will be provided at Award.

Q57. Does DARPA currently use the CAC card for personal authentication in the classified environment?

A57. Not at the current time but may at some future point use a CAC card or similar DoD mandated authentication.

Q58. Section L.6.1.d.3 states "An average labor rate consisting of the five highest labor categories cited in the Basic contract with the corresponding rates as specified in the proposal..." What is the "Basic Contract" being cited in the guidance above?

A58. The Basic Contract refers to the Schedule B – Pricing Table.

Q59. Since EA is a cost plus CLIN, what is being referred to by the statement "corresponding rates as specified in the proposal"? Is there a place in the cost proposal where one is supposed to be bidding EA labor category rates?

A59. See Amendment 2 of the RFP.

Q60. Attachment 8, Sec. 2.0 provides Calendar year 2005 information. Elsewhere in the RFP refresh schedules state a 2 year refresh for all equipment BUT printers and servers. Will the Government provide the latest refresh date for the printers, servers and Unclassified Wireless Voice equipment?

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A60. Servers are refreshed at the Contractor's discretion to ensure conformance to the Government requirements for throughput, capacity and availability. See Question and Answer Q14/A14 for details on printers and Wireless equipment.

Q61. Attachment 8, Sec. 2.0 will the Government provide the FY06 Refresh schedule?

A61. See Question and Answer Q14/A14 for an updated "last refresh" schedule. All CLINs with the exception of printers are currently refreshed on a two year cycle. Printers are refreshed on a four year cycle.

Q62. Section L.4 states that, "Font size shall have no more than an average of 12 type written characters per horizontal inch." Is the Government referring to font size of 12?

A62. The Offeror shall use no smaller than 12 point font in the body of the proposal and should use no smaller than 10 point font in tables and graphics.

Q63. From a contracts administration perspective, I am not able to find the RFP Control Number which is not only required for our cover sheets but appears to be needed in order to upload our proposal information. According to the RFP's, the RFP Control Number is "provided at time of registration." Is this control number perhaps our password for access to the DARPA system?

A63. See Response to Question 28.

Q64. The RFP [M.3 (2) (b)] states that the Transition Plan "will be scored on the degree to which the Offeror demonstrates the ability to assume full contractual responsibility, etc." but does not provide substantial workload factors for a comprehensive assessment. Accomplishing the Work in Progress of managing the 36 projects in Attachment 11 is a fundamental success factor for Transition. Will the Government provide information for each of the 36 projects to assist in determining the impact of assuming responsibility for this work?

A64. See Response to Question 42.

Q65. If offerors are expected to price completion of the on-going work described in Attachment 11, will the Government give a plug number?

A65. See Response to Question 42.